DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES
2021 Scope of Services

SECTION A – AGENCY INFORMATION

Agency:
Program Model: Rapid Rehousing (Program Coordinator)
Program Name:

Program Name in HMIS:
Unique Service Point HMIS ID:

Administrative Office Site Address & Ward:

_____/Ward_____

Listing of Program Sites:

*Site #	Address	Zip	Ward	Site Name
1.				
2.				
3.				
4.				

*Delegate agencies with more than one site should list them here and refer to # assigned to that particular site throughout the document.

Please refer to your award notice to complete the information below:
Term of budget: January 1, 2021 through **December 31, 2021**

Total Program Amount: $_____

P.O. Number	Award Amount ($)	Contract Type/Funding Source
1.		
2.		
3.		
4.		
5.		
6.		

AGENCY CONTACT PERSON FOR THIS CONTRACT:

Executive Director
Name:
Phone Number: **ext.**
Fax Number:
E-Mail:

Program Director
Name:
Phone Number: **ext.**
Fax number:
E-Mail:

Fiscal Contact
Name:
Phone Number: **ext.**
Fax Number:
E-Mail:

Reporting Contact
Name:
Phone Number: **ext.**
Fax Number:
E-Mail:

BASIC PROGRAM OPERATION PER SITE ADDRESS

DAYS OF OPERATIONS

Please list all sites with corresponding site # from page 1. If site is open 24 hours per day, 7 days per week, please check box. If not, please list times the site is open on each day or indicate if site is closed.

Site #	24/7 (check if so)	SUN (from-to)	MON (from-to)	TUES (from-to)	WED (from-to)	THU (from-to)	FRI (from-to)	SAT (from-to)
1	☐							
2	☐							
3	☐							
4	☐							

The target population for this program model is outlined in Exhibit A. Within this target population, please indicate which subpopulations are served under this contract:

SUBPOPULATIONS SERVED (CHECK ALL THAT APPLY)	
Single Adult Females Only	
Single Adult Males Only	
Single Adult Females and Males	
Families	
Unaccompanied Youth - Aged 18-24: Females Only	
Unaccompanied Youth - Aged 18-24: Males Only	
Unaccompanied Youth - Aged 18-24: Females and Males	

NUMBER OF CLIENTS AND HOUSEHOLDS TO BE SERVED

Note: Numbers to be served should be projected. Please consult service data from previous years in making projections.

	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

ADDITIONAL INFORMATION

Is your agency ADA compliant?

      ☐ Yes

      ☐ No

Does your agency adhere to Section 504 Policies ensuring accessibility for persons with disabilities?

      ☐ Yes

      ☐ No

DESCRIPTION OF PROGRAM AND ACTIVITIES – ALL PROGRAMS

Please review the Core Elements of the program model in Section B. In a brief statement, please describe activities to be performed to address the needs of the target population and achieve key performance outcomes, focusing on activities not captured in Core Elements. If relevant, describe coordination with other source(s)/partner(s). This section is expected to describe the program(s) at full operational capacity.

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SECTION B – PRORGRAM GOALS AND CORE ELEMENTS

DFSS Homeless Division Goals

The DFSS Homeless Services Division seeks to create an effective crisis response system that prevents homelessness whenever possible and rapidly returns people who experience homelessness to stable housing.

Program Goals

The goal of the Rapid Rehousing (RRH) program is to rapidly transition individuals and families who are experiencing homelessness to permanent housing, thus preventing subsequent shelter entrance and future instability. A Program Coordinator will coordinate RRH services across the Chicago CoC. These services include providing financial assistance for up to a year, housing and stabilization services, and helping households develop a plan to retain and maintain their housing.

Target Population

The program seeks to target the following populations:

- Singles, families, and veterans identified from the Coordinated Entry System.
- Literally homeless people, Category 1 of the HUD definition who are at or below 30% of Area Median Income at the time of program recertification.

Core Elements

- Coordination of services: Coordinate with property management or landlord and program participants, and with emergency shelters and interim housing programs to identify eligible participants.
- Housing location services: Services may include housing search and placement, housing stability case management, and/or landlord-tenant mediation.
- Housing inspection services: As required by HUD, any unit to which a Rapid Rehousing recipient is newly occupying must be inspected to meet habitability standards, lead-based paint requirements, and any other local requirements.
- Financial assistance administration: The selected agency will be required to administer financial assistance. Financial assistance may include payment for security deposits, short-term financial assistance, or medium-term financial assistance. Utility assistance may be provided on a case-by-case basis.
- Housing stability case management: As required by the HUD ESG Program, RRH participants must engage in a minimum of monthly case management sessions unless the participant circumstances meet requirements of federal legislation pertaining to violence against women.
- Follow-up services: As required by the HUD ESG Program, the Program Coordinator will be responsible for assessing housing stability when services end for the client.
- Data collection/HMIS: Have relevant staff, systems, and processes needed to collect key participant and performance data and evaluate and manage performance (use of HMIS as appropriate).

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SECTION C – PERFORMANCE MEASUREMENT

Overview

DFSS is committed to moving beyond measuring how many people receive services, to focus on whether Chicagoans are better off after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration.

The DFSS Homeless Services Division seeks to actively and regularly collaborate with delegate agencies to enhance contract management, improve results, and adjust program delivery and policy based on learning what works.

Performance Indicators

To track progress toward achieving our goals outlined in Section B and assess success of the program, DFSS will monitor a set of performance indicators that may include, but are not limited to:

- Percent of households exiting to a permanent housing destination
- Percent of households maintaining or increasing income (either employment income or benefits)
- Percent of households maintaining or acquiring health insurance or a medical home
- Percent of households retained in housing at 3, 6 and 12 months after program exit

Program performance along these metrics will be assessed relative to the Program Model Chart threshold and challenge levels, below, as well as performance of peer programs. Programs should consider the "threshold" level a baseline or minimum expectation and should consider the "challenge" level a hard but attainable goal given current knowledge, capabilities, and resources.

Indicators	Threshold	Challenge
Exits to permanent housing	70%	73%
Maintain or increase income (employment income or benefits)	66%	-
Increase income (employment income or benefits)	-	25%
Maintain or acquire health insurance/medical home	70%	80%

The DFSS Homeless Services Division will work with the delegate community to further develop this measurement framework to ensure appropriate metrics are tracked for specific programs and sub-populations. DFSS is especially interested in monitoring trends in performance over time, with the goal of continuous improvement against these metrics.

DFSS will also continue to seek alignment with the Chicago Continuum of Care Program Models Chart to improve consistency with performance measurement across DFSS and Continuum of Care funded

programs. Depending on funding stream, outcomes in addition to the program models targets will be included for some program types. DFSS reserves the right to revise scopes of service when further guidance is issued on system-wide performance standards.

Data Reporting

The parties recognize that reliable and relevant data is necessary to create a common understanding of performance trends, ensure compliance, evaluate program results and performance, and drive program improvements and policy decisions.

To the extent possible, DFSS will collect performance data from the **Homeless Management Information System (HMIS)**. Programs, with the exception of Domestic Violence programs, are expected to participate in the HMIS system. (Domestic Violence programs must use a compatible system.) Requirements include:

- Enter data into HMIS within 2 days of client interaction, and adhere to required data standards based on project type as outlined in the HMIS Data Standards Manual and as prescribed by the HMIS Lead Agency.
- Participate and be compliant in the HMIS Quarterly Data Assessment clean-up process.

Where HMIS data is insufficient, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data. Requested data shall include, but may not be limited to, aggregate and individual-level information on:
- Clients referred for services, enrolled in services, and discharged from services
- Activities undertaken by the delegate agency to service clients referred for services, and the timeliness of those activities
- Findings of assessments completed by the delegate agency in the course of delivering services
- Client outcomes during and following service delivery
- Utilization and spending against contract award

Delegate agencies will be expected to collect and share data with DFSS according to the format, frequency, and submission protocol specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

Meetings

Regular reviews of and conversations around program performance, program results and program data, particularly related to the goals outlined in this agreement, will allow DFSS and the delegate agencies to employ real-time information to track performance, identify good practice, and swiftly, collaboratively, and effectively address any challenges experienced on the ground by delegate agencies and the target population.

At such meetings, the parties will review data and reports to:

a) Monitor progress, highlight accomplishments, and identify concerns
b) Collaboratively design and implement operational changes to continuously improve processes and outcomes
c) Develop strategies on broader systems changes to improve service delivery and coordination between services

Periodic meetings may take place according to a schedule to be established by DFSS, with reasonable

notice provided for delegates.
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Meetings shall include, at least, the DFSS Division Director, or designee, and the delegate agency's chief executive officer, or designee. Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies.

Uses of Data

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency, for the following:

a) In the periodic meetings described above to review program performance and develop strategies to improve program quality throughout the term of the contract.
b) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.
c) Any other purposes identified by DFSS.

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SECTION D - REQUIREMENTS

Program Requirements

Programs must adhere to the standards set forth in the **HEARTH Act**, see
https://www.hudexchange.info/homelessness-assistance/hearth-act/. Agencies are responsible for
learning about any revisions or updates to the legislation throughout the course of the contract and
revising policies and procedures as necessary.

Programs must adhere to the Core Values and Core Elements of homeless services programming, as
defined by the Chicago **Continuum of Care** in the **Program Models Chart**, as well as the Essential
Elements for the appropriate program model, see
https://allchicago.org/sites/allchicago.org/files/Program%20Model%20Chart%20New%20with%20Indicat
ors.pdf.
Agencies are responsible for awareness and adherence to the most recent version of the Program
Models Chart.

Programs must participate in the **Coordinated Entry System** (CES) and follow CES Policies and
Procedures as detailed for the appropriate program model, see https://www.csh.org/chicagoces/.

Additional and Priority DFSS Requirements for All Programs

Shall not discriminate on the basis of race, religion, national origin, sexual orientation, disability, or
family composition**.**

- **Family preservation:** Programs designated to serve families with children under 18 shall not deny
  admission to any family based on the age of any child under age 18, family composition or the
  marital status of the adults in the family. Families with children who are 18 years of age or older and
  are still enrolled in and attending high school should not be separated. Families served must consist
  of one or more dependent children in the legal custody of one or more adults who, prior to losing
  housing, were living together and working cooperatively to care for the children. This definition
  includes two-parent and one-parent families, including those with same-sex partners, families with
  intergenerational and/or extended family members, unmarried couples with children, families that
  contain adults who are not the biological parents of the children, and other family configurations.

  To reflect this family preservation policy, delegate agencies must have written standards for
  eligibility that promote access to program services for all families, regardless of the age of
  children, family composition or marital status.

- **Programmatic changes**: Please note if there are any changes to your staff, facility, facility location or Scope you must notify in writing to your DFSS Program Liaison and Director of Homeless Services Division.

- **Participation in system activities:**

  - Assist DFSS in responding to extreme weather emergencies.
  - Participate in the Annual Homeless Point in Time Count and other special initiatives as required by DFSS.
  - When requested, conduct Yearly Public Health and Fire inspections in collaboration with DFSS and other appropriate entities.

- **Must voucher monthly.** Below illustrates what percentage of the grant should be expended quarterly.
  - First quarter – 25%
  - Second Quarter – 50%
  - Third Quarter – 75%
  - Fourth Quarter – 100%

- **Additional requirements if applicable:**
  - All agencies that work with children shall be in compliance with the Illinois Child Abuse and Reporting Act; employees shall complete the Mandated Status Form & it must be kept filed at agency.
  - Background checks are required for programs whose staff and volunteers have interaction with children.
  - All agencies that handle food must have appropriate staff with food handler certificate.

DFSS Requirements for Housing Supports Programs

- Accept matches through HMIS aligned with the Coordinated Entry System (CES) prioritization chart using only funder required eligibility criteria
- Follow the CES Policies and Procedures related to all parts of the housing process including requesting matches and re-matches, transfers, contact protocols, verifying chronic homelessness, HMIS updates for participants, and communication with providers serving referred participants including Navigation Providers.

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SECTION E – SUBMITTAL AND APPROVAL

<u>**CERTIFICATIONS:**</u>

☐ By checking this box your agency certifies that it all information provided in the Scope of Services is correct and that the agency will comply with the requirements listed in the Scope of Services.

SUBMITTAL AND APPROVAL:

a) Applicant signature **Original must be signed in blue ink**	
b) Name (typed)	
c) Date submitted:	
d) DFSS Staff signature :	
e) Name (typed):	
f) Date approved	

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Source Documents

Provided below are hyperlinks to source documents. It is your due diligence to read and understand funding source rules and regulations:

U.S. Department of Housing and Urban Development (HUD)
https://www.hudexchange.info/

> Emergency Solutions Grant (ESG) Program Regulations:
> https://www.gpo.gov/fdsys/pkg/FR-2011-12-05/pdf/2011-30938.pdf

> Emergency Solutions Grant (ESG) Eligible and Ineligible Activities:
> https://www.hudexchange.info/resources/documents/ESG-Program-Components-Quick- Reference.pdf

> CDBG Regulations: http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5

> CDBG Eligible and Ineligible Activities: (570.201-eligible activities; 570.207-ineligible activities) http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5

U.S. Department of Health and Human Services (HHS)

> CSBG Regulations:
> https://www.gpo.gov/fdsys/pkg/USCODE-2010-title42/pdf/USCODE-2010-title42-chap106.pdf
> Ineligible Activities-42 USC Ch. 106 § 9918

Illinois Department of Human Services (IDHS)
http://www.dhs.state.il.us

> Illinois Department of Commerce and Economic Development: Community Services Block Grant (CSBG) Web Page (includes Eligible Activities)
> https://www.illinois.gov/dceo/CommunityServices/HousingAssistance/CSBG/Pages/default.aspx

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Illinois Department of Human Services Homeless Services Program Manual
Emergency and Transitional Housing (includes Eligible and Ineligible Activities)
http://www.dhs.state.il.us/page.aspx?item=75395